

WS-03478A-08-0608



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ORIGINAL

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion **No.** 2009 83860

Date: 12/18/2009

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: **First:** Lillian **Last:** Sanders

Account Name: Lillian Sanders

Home: [REDACTED]

Street: n/a

Work:

City: Yuma

CBR:

State: AZ **Zip:** 85365

is:

Utility Company: Far West Water & Sewer, Inc.

Division: Water

Contact Name: Roxanne Fiddes

Contact Phone: [REDACTED]

Nature of Complaint:

***** WS-03478A-08-0608 *****

*** REFERRED FROM CHAIRMAN MAYES' OFFICE ***

Customer sent the following -

From: LILLIAN SANDERS [mailto:[REDACTED]]
Sent: Thursday, December 17, 2009 7:12 AM
To: Mayes-WebEmail
Subject: Far West Water Yuma AZ

Arizona Corporation Commission

DOCKETED

DEC 18 2009

DOCKETED BY

ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

2009 DEC 18 P 4: 06

RECEIVED

I live in the Foothills in Yuma AZ. I was pleased to see that the water rate for Far West was turned down I'm continually worried about the quality of the water for Far West customers. There is a large water pipe coming out of the ground, and open on the end at the intersection of Fortuna Rd and 24th St. Last week Far West ran water out of this pipe from morning to night! It is a large pipe about 12 inches in diameter. I would like to know what is the purpose of this? I did not read any thing about it in the paper. Also by the mail boxes there is a large tank, that has a red light that comes on. It is not always attended to when it comes on. I guess Far West pumps the tank out for some reason. If the customers of Far West knew more about their service and how it works there would probably be more violations! I keep hoping that the city of Yuma will have to take over Far West.

Thank You again for no rate increase! Lillian Sanders
End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

Customer comments entered for the record and filed with Docket Control.

Also filed Complaint # 2009-83861 with Far West regarding customer's concerns about the water pipe.

End of Comments

Date Completed:

Opinion No. 2009 - 83860
